

Illness and Injury Prevention Transcript

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Moderator/Joan: Welcome to the Virtual Training Center. This is Joan Strohauer with Statewide Learning and Performance Management. Our presentation today will be Injury and Illness Prevention, and our presenter is Jim Hay, Corporate Ergonomics and Safety Consultant with the State Insurance Compensation Fund.

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Before we begin I'd like to give you a few tips on using Live Meeting and how to make the session more interactive. If you will look at the top right-hand corner of your screen, there are four buttons I want to call your attention to. First, is a small, green button and if you will click on the drop down menu, you will see how to give us feedback. For example, if you click red it means you need help, blue, you can't hear and etc. A second button, that looks like three white pages is for handouts. Here you will find copies of the slides, as well as any other materials the presenter has provided. Third, is the microphone and we ask that during this entire presentation that you keep your microphone on mute. And fourth, is the question and answer. And if you have a question, please go to the question and answer button, click on it, write in your question and send it to us. We will answer it as quickly as possible. If you have any difficulty hearing, please first check your speakers and if you still can't hear, please send a help ticket to your IT Department. And just another reminder that this session is being recorded.

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Now, I'd like to introduce Jim Hay is the Corporate Ergonomics and Safety Consultant in the Safety and Health Services Department of the State Compensation Insurance Fund. As a loss control professional in the worker's compensation insurance industry, Jim has been assisting policyholders in maintaining a safe workplace for the employees since 1984. Since 2005, his duties include developing product and training for the State Fund's Loss Control personnel and employers throughout California. He has been involved in training during his entire career with State Fund. And in the last 15 years he has done extensive development of materials and training for the construction industry and most recently in the healthcare industry. Jim is also a past recipient of the Governor's Employee Safety Award. So, Jim would you like to start the presentation?

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Presenter/Jim: Thank you Joan and good morning. Welcome to the presentation on how to prevent injuries and illness in the office. Now, before we begin I'd like to open up a poll.

Poll

How much money was spent to date on injury claims for state employees injured in 2009?

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\$40-50 million
\$60-70 million
\$80-90 million

Moderator/Joan: Well Jim, it looks like the major guess is \$60-70 million. What is the answer?

Presenter/Jim: Yes, it looks like, it seems to be the most popular answer. Yeah, \$60-70 million. Well, in fact the correct answer is \$80-90 million has been spent on 2009 claims and over 23,000 claims were filed by state workers in that year alone. So, you can see this is an important topic that we want to cover today.

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Our goal for this training is to give concrete ways to prevent common workplace accidents. If we can implement some of what I'm talking about today, then we can reduce injuries, keep people at work and save money. Today I want to talk about common hazards that you may encounter in the office and how to prevent them from causing injury. We're also going to look at how employees can be safer in the workplace, which will help your injury prevention efforts. I'll end with suggestions on an emergency plan that can easily be implemented.

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Before we look at the specific common workplace hazards let's talk in general about injury and illness prevention.

Every employer in California, including all state agencies, is required to have an injury and illness prevention program. It must not only be in writing, but it must be implemented and effective. In other words, there must be evidence that it is more than just a binder sitting on a shelf. Your department should have a program in place that includes these 8 elements. Now, for the purposes of this presentation we're going to focus on hazard recognition and hazard correction.

Poll

Let's open up another poll and see how many people are aware of their office's injury & illness prevention program. Does your organization have an injury and illness prevention program?

Well, alrighty it looks like the vast majority of people are answering yes to this, which is a very good sign. A few of you are not sure. And very sure are saying no you don't have one. Just having the knowledge that you have one tells me that something is happening in your office, and if they are either you're aware of the actual existence of the program, you've seen the program or you've seen some evidence that is being put in place. And that's an important key to remember here.

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Our focus today is on prevention and we can mostly effectively accomplish that by being proactive rather than reactive. If we act in advance of a potential injury by identifying and correcting the hazard, we have a much better chance of preventing it. Reacting to the injury once it has happened is after the fact and does nothing to prevent human suffering and a costly claim. We have three levels of proactive injury prevention going from the most effective to the least.

- The first is Engineering – or Physical – Controls

- The next is Administrative Controls

- And the final, and least effective level is Personal Protective Equipment. Let's look a little more closely at each level.

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Engineering controls are the changes you make to the workplace to make it safer. Now, our first priority is to eliminate the risk – the best thing we can do is to remove the hazard completely.

Next is substituting the risk with a safer alternative. Let's say if you were required to use a toxic substance in your work and there was an agent that is safe, then substituting the material is a way to make the situation less hazardous.

Finally, isolate employees from the risk. An example of this might be a machine that creates a high level of noise. Placing the machine in its own room will reduce employees' exposure to that risk.

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The next best option for preventing injury are policies and procedures enacted by management, known as administrative controls. Returning to our example of the noisy machine. If it cannot be isolated, then establishing a 2-hour maximum exposure to the noise will lessen the risk. Another control is to restrict employee access to the hazard. It may be possible to physically prevent employees from the danger by creating a restricted area that will help keep people safe.

Training and awareness, much like what we're doing now, would fall under administrative efforts to prevent injuries. Also posting signs in the area warning of the potential hazards raises awareness.

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The final level of injury prevention is the use of personal protective equipment (otherwise known as PPE). Now unfortunately, this is the least effective injury prevention method. You are still exposed to the hazard; you're just putting a band-aid on it. The onus or emphasis is on you, the individual employee, to use the personal protective equipment. It is only effective if it is used properly and consistently. Realize here that neither of the last two controls have done

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anything to eliminate the hazard. It is still there, we are just addressing it with the least effective method.

Questions

Now let's take a look at what we are attempting to prevent here. Before we do that are there any questions at this time?

Moderator/Joan: Jim, I don't see any questions at this time so let's go forward.

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Presenter/Jim: All right, we'll move forward here. There are two main causes for accidents, unsafe acts and unsafe conditions. Unsafe acts are the most difficult to address because they involve human behavior and that is not an easy thing to change. We will address that later in the presentation.

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Unsafe conditions are easier to identify and easier to correct so let's look at these first. Here are conditions or situations that cause the most common injuries in the workplace. They range from the use of office equipment, slips/trips and falls, lifting, violence in the workplace and psychosocial stress. Before we look at each one in a little more detail let's take another poll.

Poll

What costs less, purchasing ergonomically correct equipment that fits the work to the employee or paying for repetitive strain injuries resulting from poorly-fitted workstations?

You're right; the vast majority find that it's far more cost effective to adjust the workstation to fit the needs of the worker than to pay for injuries caused by poorly fitting workstations. Also keep in mind that changes to the workstation do not always have to be expensive. It could be something as simple as using a ream of paper to raise your monitor.

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We all know money is tight throughout the state and it is understandable that funding ergonomically correct equipment may be a challenge. The reality though is that prevention is always cheaper than a cure. We're also talking about quality of life. Let's not forget that beyond safety it is important that you work in an environment that allows you to return home and enjoy your life away from work.

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Let's move into common workplace hazards that may cause injuries. The first is equipment. We'll look at your workstations, support items and employee items.

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You may ask yourself, “What’s hazardous about workstations?” It’s the way we interact with them that can be hazardous. Your risk for injury increases as you attempt to align yourself to your workstation. By fitting your workstation to you as an individual you will stay in proper alignment and significantly reduce your chances of being injured as a result of this interface. This is commonly referred to as Ergonomics. The most common equipment at your workstation can be your chair, desk, computer monitor, lighting, and some other ancillary equipment we’ll define in a minute. Let’s look at each one a little closer.

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This is the basic desk chair. You can see that it is simple with little or no means of adjustment. You must fit to this chair. The chair will not fit to you. Remember, one size does not fit all.

You want to find the right fit. It is important to have a chair that will adjust to your needs. It may be a chair like this that has a number of adjustable features. Or a chair like this. The thing to remember is to find a chair that provides you with the comfort and support to perform your type of work. You’re an individual and everyone is different.

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There are various options for desks. You may still be working at a desk something like this. Notice that there are no adjustable features on this desk. There are workspaces that can be initially adjusted to fit your physical requirements. This particular desk has a hand crane that allows you to manually raise and lower the height, which allows the employee to sit or stand. We’ll see in a few minutes how standing while you work can help prevent injuries. The focus is always on fitting the workstation to the worker.

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You may be using either a flat screen or CRT monitor. There are a couple of important things to keep in mind regarding monitors. Try to adjust the top of the monitor screen to eye level and keep it at about arms length. As you can see from this picture, you will tend to hunch over if the monitor is too low or too far away. This can put strain on your neck and shoulders. Make sure the monitor brightness and the screen resolution is appropriate so that you can see the images without having to squint. This will reduce the strain on your eyes.

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Speaking of eye strain, it is critical that you have proper lighting at your workstation to prevent undue stress on your eyes. Most offices will have either some form of direct or indirect lighting. Either could create voids in the amount of light needed to perform various tasks. Exterior light can be an energy efficient form of illumination but be careful how you arrange your desk near a window. As you can see from this picture the black monitor on the right puts the light source

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in front of the user. This causes the eyes to adjust to the bright light, which makes it difficult to read the screen. Consider a shade or moving the monitor to a 90° angle with the window as you can see with the white monitor on the left-hand side of the picture. If lighting is not sufficient then a task light can be an excellent way to brighten up your work area.

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There are quite a few ancillary items that can help prevent common injuries. Using a telephone headset versus the receiver will keep your head and neck in alignment and prevent possible strains. A document holder will elevate your paperwork, putting it right next to the monitor for easier viewing. A keyboard tray is an excellent way to fit the workstation to the employee. It allows for adjustment of the keyboard and mouse to reduce the risk of repetitive stress injuries, contact stress and carpal tunnel syndrome. Finally use a foot rest if all other adjustment options leave your feet unable to touch the floor.

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Now, let's look at support items you'll find in an office.

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Copiers can be found in most offices and present a couple of common hazards. First of all, if you are short in stature and you have to use a copier frequently, you may want to think about getting a short stool or platform. Elevating yourself, even just a few inches, can reduce repetitive strain on your back and shoulders. Copiers can also become very hot. If you need to fix a paper jam make sure to note all safety warnings and avoid contact with hot elements inside the copier.

When working with file cabinets make sure that you securely close all drawers when you're finished. A drawer that is left ajar can open and cause a tripping hazard. If you are working at a lower drawer be aware of open drawers above you. File cabinets should be secured to walls so that in the event of an earthquake they will not topple over.

There are quite a few other ancillary tools that may present a hazard. Paper cutters should have a latch that locks the blade down when not in use, and this latch should always be engaged when left unattended. Be aware of what you're putting into a paper shredder. Do not remove any safety features on ancillary tools regardless of how inconvenient they may be.

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The final topic we want to discuss in this section is employee items.

Poll

Let's look at a poll. Do you or a co-worker have personal items like a fan, space heater, coffee maker, or other electric devices at your workstation?

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Well, it looks like the majority of you are answering yes to this question, and that's not surprising. A lot of us do bring personal items into the office, such as fans, space heaters, coffee makers. A lot of it depends on the time of the year whether it seems to be cooler in the office or warm in the office. And again, I can see from the polls though that most of all of you, either yourselves or one of your co-workers have a lot of these items.

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A fan can be a safety hazard if the blades become exposed or the cord becomes worn and frayed. Space heaters should be inspected routinely to be sure they have automated shut off controls. They should not be used in an enclosed area near flammable material where they could present a fire hazard. Coffee makers not only create piping hot coffee but the plate that heats the pot is hot and can burn someone who isn't careful. Your employer will provide power strips but if you are overloading those strips with work and personal equipment it can cause a short, which is a fire hazard, or possibly overload the circuits. Also power strips are not designed to have one plugged into another to gain more outlets. All personal items should be inspected and used safely.

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Let's move away from office equipment and discuss other hazards that are common to offices and can be easily prevented. The first are floor surfaces. Often the floors will change from linoleum to carpet to tile and these lips can be tripping hazards. As you can see in the picture even a floor mat can become dangerous if you catch a corner wrong. Look for ways to cover or eliminate the terrain changes.

Spills are encountered nearly every day in every office. Obviously they present a slipping hazard. It is important to either clean it up or alert someone responsible for office management and put up a cone to make sure people avoid it until it can be cleaned up.

Cables can snare someone's foot when you least expect it. I'm sure you've seen cords appear almost out of nowhere. There are covering strips that can be used in high traffic areas. You should discuss with the office manager or your supervisor if there are cords that may cause a tripping hazard. Note that the guy in the picture tripped over the cord and in doing so spilled his water.

This reminds me of a high level discussion I got into with my 9 year old grandson the other day who was explaining the theory of "cause and effect" to me. In this case the cause was the extension cord and the effect was water on the floor and more than likely a bruised knee or something even worse.

It is also important to be conscious of items left on the floor, such as files, supplies and old, unused office items. It is best if they can be picked up and put away, otherwise they should be moved out of high traffic areas.

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If there is something out of reach take the time to use a step stool and avoid that nasty fall. Unfortunately, all too often we use the closest thing available to reach that higher shelf and it is not always the safest. To avoid that have step stools available in storage rooms and other areas where you expect them to be used.

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Lifting – people who attempt to lift items that are too heavy, or that require awkward positioning are more likely to sustain an injury. Here are some tips when lifting things in the office. Break down the loads into manageable sizes. So, in other words if the copier needs more paper get one ream rather than carrying the entire box of paper. Ask for help. There's no embarrassment in getting help, especially if it avoids a lower back injury. We men are the worst offenders at this. I think it goes hand in hand with not asking for directions. Use a dolly or cart. These devices are great ways to work smarter rather than harder. They can usually carry far more than you could lift on your own. An elevated delivery point puts the material higher, which will reduce the need for bending and stooping. Repeated bending and stooping are a leading cause of back injuries so whenever possible have the items delivered to a waist high surface. When storing items keep the lighter objects on the top and bottom shelves and the heavier items on the middle shelves.

Questions

Before we move into the next section on violence in the workplace are there any questions?

Moderator/Joan: Yes, we have one Jim. It is if a person brings in a personal item, such as a coffee pot and it starts a fire of some kind, do they have any personal responsibility?

Presenter/Jim: Well, that's a very good question, and I think it probably gets into some legal ramifications that I don't feel fully qualified to answer there. I would feel though that, like I mentioned earlier in that section, whenever personal items are brought into the office the supervisor or someone with authority should check them out. Maybe it might even be a safety coordinator and make sure that they're functional and that they're not going to cause any hazards or accidents. That's really the best thing to do is to make sure that they comply with any standards that the office may establish.

Moderator/Joan: Okay thank you. That's all the questions we have for now.

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Presenter/Jim: Violence in the workplace has the potential of causing serious injuries and even death. It is important to have a plan in place to prevent violence from occurring. Fortunately, this is not something that happens every day, but it is often enough and to those of us that have experienced such an

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event, it leaves a lasting impression. We are going to discuss three types of workplace violence and some ways to manage these threats.

Type 1 – This is a violent act committed by someone who has no connection to the office. It is often picked at random or for no other reason than it is a government building.

Type 2 – Involves a person who commits violence in an office that he or she has had some sort of business dealings. Years ago, someone opened fire at a Board of Equalization office because he was upset with taxes he had to pay. This was a type 2 incident.

Type 3 – Is type of violence perpetrated by someone who is either employed at the office or is related to someone employed at the office. A disgruntled employee or an ex-spouse would fall into this category.

What can be done to prevent violence in the workplace? Be sure your office has threat management procedures and you are familiar with them. Many state agencies have security, restricted access to those with a magnetic badge, and people who deal with the public are behind bullet proof glass. Be aware of your surroundings and people who look suspicious. Keep in mind that the California Highway Patrol is responsible for protecting state buildings and state workers. They can be called whenever you feel there is a threat.

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Psychosocial stress - Stress created on or off the job can impact an employee's health and generate an increased risk for injury.

It is important not to ignore the issues. If you are a supervisor be aware of your employees and pay attention to their mood or level of stress. Recognizing the stress early can do a lot to help manage it.

Most agencies have an Employee Assistance Program or EAP. This is a great service to state employees. They will pay for counseling for anything from marital issues to financial problems. If you feel that you need some help managing stress either in your personal or work life consider contacting EAP to discuss the options available to you. We've looked at the importance of having an injury & illness prevention program and the hierarchy of injury prevention. We then discovered some common workplace hazards. Now let's look at that more difficult one of how to prevent unsafe acts.

Questions

Before we do that are there any other questions?

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Moderator/Joan: Jim, I don't see any coming in, so let's proceed and if people have questions please be sure to write them into the Q&A box that is provided at the top of your screen.

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Presenter/Jim: Okay, we'll move right along here. So, what are unsafe acts? Well, that's a good question. Unsafe acts are things employees do that may expose them to greater risk of injury. Examples of unsafe acts could include running down stairs, leaving filing cabinets open, trying to "Fix" the copier, or standing on a swiveling office chair to reach that top shelf. Preventing unsafe acts is very difficult because you are trying to change behavior without babysitting people.

Here are three ways to help reduce unsafe acts in the office.

Create a safety culture. We'll talk more about this in a minute but in short it is the idea that you can generate an office-wide awareness of safety.

Accountability. Make safety part of job performance and communicate that it is an expectation.

Responsibility. Once employees feel ownership in their own safety and recognize that they are responsible for being safe, instances of injury due to unsafe acts will decrease. Constant communication that safety is everyone's job will help with shifting responsibility to the individual employees. We'll talk more about this in a minute but now let's take a closer look at the culture of safety.

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What is a culture of safety? It's establishing the proper attitude about safety and making it a common belief among all employees. If safety is everyone's responsibility, and preventing injury is in all of our best interests then creating a safety culture will improve morale and promote employee well being. This can be done by regularly communicating the message that safety is critical to the success of the department. Here are some suggestions.

Have regular trainings like this one. Make them mandatory and provide incentives for putting the training into practice. This can be as simple as a supervisor calling out an employee for using safe practices. When this is done in the earshot of others they too will desire to receive the same recognition by acting in a safe manner.

Assign a safety coordinator who will routinely perform office inspections to identify hazards and ergonomic issues.

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Keep track of consecutive days without an injury. Post it on the break room wall. Have office-wide incentives for reaching milestones, like for example 100 consecutive days without an injury.

Make safety a job performance measurement. During performance evaluations ask if the employee is acting safely and making safety a priority. Now, we'll discuss how employees can take responsibility for their own safety.

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Employees play a critical role in their own safety. Here are some suggestions for how employees can take it upon themselves to make the office a safer place.

Recognize and report safety hazards. If able and authorized make the correction yourself. Don't wait for somebody else to do it.

Maintain good housekeeping. Keep your work areas clean and clutter off the floor.

Work safely. There are quite a few items that can fall under this category. Be aware of what you're doing and use common sense. You should vary your activity so that you do not become sedentary. Use good posture when you're sitting. Try standing every so often, this will help with circulation and reduce pressure on your lower back and legs. Rather than using the phone to call that coworker across the office, get up and go talk with them in person. Take regular breaks and be active rather than taking the same sedentary position during your break.

Use personal protective equipment. This is usually mandatory but is still the employee's responsibility.

Make the most of safety training. Attend the training, and put it into practice.

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Safety is not just up to the employees, employers have a role to play also. Employers should provide:

Employer should provide access to information. Post safety notices and recommendations in common areas. If hazardous materials are used in the office, employees should have access to Material Safety Data Sheets commonly referred to as MSDS.

Employers should provide personal protective equipment. If it is required and you expect employees to wear PPE, then it needs to be provided.

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Employers should provide training. This can be in small groups, one-on-one, or involve the entire office staff. This is not only for rank and file but for supervisors

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also. Document the training as a means of demonstrating that you are implementing your program.

And lastly, the employers have the responsibility of providing a safe workplace. It's even mandated into the Labor Code. Enacting what I've recommended above will go a long way towards creating a safe workplace. Now let's take one more poll.

Poll

Are you aware of your office's emergency plan?

Well, it looks like from the majority of you that you're definitely aware of your office emergency plan, and that's a very good thing. So, let's talk about that.

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Emergency plan - measures can be taken in the event of an emergency to prevent injury and loss of life. As we mentioned earlier, not only is there an injury and illness prevention program required but also an emergency action plan.

The first step is to have an evacuation plan. Earthquakes are a common occurrence in California and it is only a matter of time before the next catastrophic quake hits the state. Having an evacuation plan that includes emergency contact information, congregation points, and responsible people who will take the lead in getting everyone out and perform a head count to ensure everyone is accounted for. Another part of the plan is having emergency survival equipment nearby in case people are trapped inside the building. It's not enough to just have a plan. There should be periodic drills performed to make employees aware of their responsibilities.

Know where the building exits are and keep them free from obstructions. This includes stairwells and hallways.

Know where the fire extinguishers are and provide training to people. If you expect them to be able to use fire extinguisher and fight fires then they need to be trained.

Provide regular first aid/CPR training. If they can get certified this will be an added incentive for people to attend. Your State Agency may have Automated External Defibrillators (or AEDs) that can be used in the event someone is having a cardiac incident. Only people who are certified can use them, so if you provide them then get people trained.

Questions

Moderator/Joan: Jim, before you summarize I see there is a question. And it is: If you, as the manager, are new to an area and you try to make every effort to

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correct safety deficiencies, can employees respond by telling you that the change is too rapid and becoming stressful?

Presenter/Jim: Well, that's always something that we need to keep in mind. You need to take your employees' feelings into account in this, but at the same time we need to realize that in a lot of instances changes need to be made and safety is a priority. And there may be the need to have to sit down with that employee and discuss some of their concerns as to why they feel it may be coming too rapidly. Find out the reasons for their concerns, and take a personal interest in it and go to the source and find out exactly what their concerns are.

Moderator/Joan: Okay, I see there's another question: What is the best way to move bulky items up and down stairs?

Presenter/Jim: There are different devices that actually, there are different types of dollies that will allow you to walk items up and down the stairs. I say walk, but it's actually where the wheels will move from one step to another. I don't have an exact source for you, but if someone would like to email me that question. Joan will be putting my contact information up at the end. I would be happy to research that and get back in touch with them.

Moderator/Joan: Okay, I don't see any other questions.

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All right, we've reached the end of our presentation. Today we've discussed:

Having an injury and illness prevention program. It's just not enough to have a written program; it must be implemented and effective.

We've discussed a hierarchy of injury prevention. Don't fall into the trap of jumping directly to personal protective equipment as a solution because it is easy and cheap. Eliminating the hazard is the most effective means of prevention.

Preventing unsafe working conditions. Not always the most cited reason for accidents but still a contributing cause.

Preventing unsafe acts. Controlling these takes more time and energy but the payoff is big.

Having an emergency plan. Not having a plan is essentially creating a plan to fail.

Now that you have learned a few safety tips, what's your next step? Ask yourself what can I do about my work area? Then take action to make your office injury-free for you and your coworkers.

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Remember "Safety is everyone's responsibility".

Questions
Questions?

Moderator/Joan: Let's just wait a minute. I don't see any more questions at this time, but sometimes people like to type them in so we'll just wait a second and see if we get any. Yes. I have a comment and it says: This is fantastic information.

Presenter/Jim: Thank you, thank you very much.

Moderator/Joan: Okay, I think that's all the questions. I don't see anything else coming in.

Presenter/Jim: All right Joan, well if you'd like to put up my contact information. And also, I wanted to let you know that at our web site and that is StateFundCA.com, again, StateFundCA.com that you will find a lot of information available to help you and assist you in your safety efforts at your office. You'll find there's a lot of free material there. You can print them. There's hazard checklists. There are many, many different training topics on a myriad of subjects. There are areas for ergonomics, for industrial hygiene... You'll also find that we publish quarterly newsletters that can be printed. And we have one that's especially designed for public agencies. So, again, there's a great resource there at StateFundCA.com.

Moderator/Joan: Jim, before we conclude I see some other questions have come in. One question is: My co-workers and I go out in the field. How do we protect ourselves?

Presenter/Jim: Could they be a little more definitive? What type of field work or what is it they're trying to protect themselves from.

Moderator/Joan: That's all they've written. Maybe we can generalize.

Presenter/Jim: Well, again I'm a field person. I've been that way for many years and we need to, again, always be watchful and aware of situations that are around us. If we are required to do a fair amount of driving then we get into all kinds of issues with driving. As we move around and about our jobs, again, we may be also lifting items, involving ourselves with other people and interacting. Again, just keeping that safety awareness that you're always on the job. I find that even with myself that I have to keep that concentration and realize that I'm in the safety business and keep that in mind.

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Moderator/Joan: Okay, I see that the person added some information. They wanted to say when they go out in the field they inspect retirement homes and unlicensed care. Would you like to add any comments about that?

Presenter/Jim: That's an area that I feel does need some attention. When you're entering residential homes, especially if you're looking at individual homes where maybe there's some home healthcare going on, this is a situation where you're walking into a place that you don't necessarily have control. And this is where you really have to be even more on alert. Looking around at hazards that you might encounter, again, we've talked about some of them here today. There could be cords. There could be loose rugs on surfaces when you're walking into homes or other facilities. If you're walking into people's homes, again, you have to keep in mind that they may have some pets that are not necessarily friendly to you or they may have some other family members that are not happy to see you. And again, keep in mind, put yourself on alert and awareness that you have to keep these things in mind when you go to places that you're not necessarily familiar with.

Moderator/Joan: Okay, and another question came in: Does SCIF have an ergonomic video available to have our employees view?

Presenter/Jim: We do have some videos available. I'll have to look into our library and actually Joan, that is something that I will get back and answer with you and then if you could in turn relay that on to the individual that asked the question.

Moderator/Joan: Well, we'll pass it onto everyone because others may have similar questions. Another question came in: Heat stroke prevention loss. Does this apply to agencies with office workers?

Presenter/Jim: There is some, well, it does affect indoor work also, but for office workers in most situations, I am not aware of it affecting that. When I say indoor I'm talking more related to say a warehouse or maybe a manufacturing facility, something like that that is not necessarily going to have air conditioning, you know, conventional HVAC system. In that case then there is an indoor standard for heat that, but I don't believe that it addresses offices per se.

Moderator/Joan: Okay, one person just commented. I think they are concerned about using laptops in a non-ergonomic environment when visiting retirement homes. That was just more of a comment.

Presenter/Jim: That's a very good comment. Yes, laptops, you know, we didn't really cover it much today, but they offer their own unique ergonomic issues. Ideally, when you are working remotely like that is to find a position that does not put you in awkward posture. We talked earlier about a lot of times standing is more beneficial than sitting. So, maybe if you can find a waste-high

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surface where you're at. Sometimes I've even put my laptop on the hood of my car and made some entries that way. So, again, we need to be inventive and think of ways that are going to put us in the most proper posture so that we don't find ourselves in those awkward positions.

Moderator/Joan: Okay, and I see another one came in: How can we provide ergonomic office furniture if the agency doesn't have a budget? Is there a time limit to provide the requested equipment to employees?

Presenter/Jim: Well, now you're getting into budgetary issues and, again, like we said earlier, budgets are tight everywhere in every state agency. And we need to, we need to work with the individuals, explain the situation and realize that, you know, again, we may not be able to react immediately to those needs. There, as I mentioned before, there are some very inexpensive things that we can do. And with these times, we have to be more inventive and think of some of the ways that we can do that. And one of the suggestions that we mentioned in the presentation was we could just use a ream of paper to lift up a monitor that may be too low. So, those are things that you need to keep in mind until such time that maybe the budgets are a little bit looser, although I'm not sure when that's going to be, when we can purchase more ergonomically-correct equipment.

Moderator/Joan: Okay, gosh the questions are pouring in here: In Community Care Licensing, we have a significant number of employees that are responsible for conducting enforcement activities in the field. Employees have been threatened by licensees. Does your agency have recommendations for handling hostile individuals in these types of situations?

Presenter/Jim: I don't have a direct answer for you on that. Have them email me, and I will do a little more research on that. But, the thing is, again, awareness is the first factor that we need to deal with here, realizing that you have a problem. And it might be that you're going to have to seek out some specific training on dealing with hostile individuals, but like I said, I'd like to do a little more research. If they can email me I will see what I can come up with. Any other questions Joan?

Moderator/Joan: We had one that said: It gets too hot in the afternoon, and is there any information on an indoor standard? They're saying it gets too hot in the office in the afternoon?

Presenter/Jim: Yes, yes, it's very incredibly hot in the afternoon. Again, there is an indoor standard. I don't know that it necessarily applies to offices. Let me, again, if they can, if that individual person can email me I will get the actual standard for them and some information on it.

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Moderator/Joan: Okay, and I have another question that said: Recommended laptop use for correct ergonomics? Setting up a laptop ergonomically. Can you comment on how to do that?

Presenter/Jim: There is an information page on our web site that will give you that. I think deals specifically with laptops. If that individual will send me an email, I will send them that link or an actual copy of it.

Moderator/Joan: Okay, another question is: Will you be providing more safety information, for example, forklift, chemical, ergonomics in the future with this type of presentation format? Want me to answer that one?

Presenter/Jim: Why don't you answer that one Joan?

Moderator/Joan: Okay, I'll take this one. We would be delighted if SCIF has time and availability and if Jim does. And just send information on topics that you would like webinars on and we will be very happy to provide whatever we can. So, send in the information. We love to do this. And let's see: Will you be able to share the information regarding the heat standard in the office and also the ergonomics for the laptop?

Presenter/Jim: Yes, I can share those and like I mentioned earlier, actually what I can do is I'll send that information to Joan and whoever asks me the questions on that, again, if you will email me I can send you a copy of that information.

Moderator/Joan: And people are asking here when you get the answers to these questions you're researching will you respond to all of us? And maybe I can help with this one Jim. If you will send me the answers, when you get the questions, and then I will make sure they go out to everyone that attended the webinar as we have a mailing list.

Presenter/Jim: Okay, that will be fine. If you can send me those questions, that would help me do my research and get it back to you.

Moderator/Joan: Okay, and another person asks that they weren't able to download the PowerPoint, how can they get a copy of it. I'll answer this for everyone. We will be posting this webinar, which is being recorded and it will be posted to the Virtual Training Center and when we post it, we also post all the information that goes with it, such as any handouts. Maybe we can put the question and answers up there, the PowerPoint and if Jim has anything else he wants to send us that would be great.

I see a question from Steven. Steven, DPA will respond privately to you on this because we're going to have to look into it, but I do want to acknowledge your question. And someone else commented: Out in field we don't have control over

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fiscal plants, chemicals and employee anger behavior. I think it was more of a comment just saying I guess it's kind of tough sometimes.

Presenter/Jim: Yes, that's very true, because a lot of times you're not in control of the situation. And if you're in someone else work facility or on their property, you don't always have control. And that's why you have to be even more alert and aware.

Moderator/Joan: And I'm asked a question: What is the web site for the Virtual Training Center? And if Jim would just like to say a little bit more about his background and what's available, I am going to put this in our chat box and make sure everyone gets it. So, Jim if you can just add a little more information on safety while I get the web site.

Presenter/Jim: Well, again, keep in mind that awareness is really the major thing that we need to always concentrate on. If we are aware of a situation, if we know what we're going into ahead of time then we can keep our safety eyes and ears open so to speak and hopefully prevent those common accidents that we might encounter.

Moderator/Joan: Okay, I just sent out the link to the Virtual Training Center and if anyone doesn't get it or receive it, you can always email either Jim or myself and it is also just to tell you if you go to the DPA web site, which is www.dpa.ca.gov and click on HR Modernization you will see where the Virtual Training Center. And Jim, I think that's about it. I don't see any other questions coming in. Waiting just a second here. So, I'd like to thank all of you for attending today.

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And just what comes next, you will receive an email very shortly, probably within the next day or so with some evaluation questions and a link to your certificate of completion. You will find a confirmation number in the email, so make sure you get that confirmation number and insert it into this survey that you will be receiving so that you can open up the questions. And as I mentioned earlier, the recorded session and handouts will be posted to the Virtual Training Center. So, thank you so much for attending and the webinar is now over.

Presenter/Jim: Thank you Joan.

Moderator/Joan: Thank you!

[End of recorded material]